



June 30, 2026

Dear Workhorse Customer:

The team at Workhorse Software Services would like to sincerely thank you for your continued trust in our products and support services. We greatly value the opportunity to serve your community and appreciate your ongoing partnership.

We are writing to provide advance notice of our 2027 annual support fees so you can incorporate any changes into your upcoming budget planning.

As you will see, most products have only modest increases. We remain committed to managing costs responsibly while continuing to invest in product enhancements, system improvements, and the high level of service and support our customers have come to expect.

Your annual support includes software updates, technical support, regulatory and compliance updates, and ongoing product improvements throughout the year. We recognize that every dollar matters to the communities we serve and remain committed to keeping our support fees as affordable as possible while continuing to deliver dependable software and responsive support.

A listing of the 2027 support fees is included below and is also available for your convenience on the Support Policy page of our website.

Product	New (2027) Annual Support Fee	Previous (2025 – 2026) Annual Support Fee	Percentage Increase
Municipal Accounting	\$1,550.00	\$1,450.00	7%
Municipal Payroll	\$1,550.00	\$1,450.00	7%
Utility Billing	\$1,550.00	\$1,450.00	7%
Utility LITE	\$775.00	\$725.00	7%
Utility Inventory	\$700.00	\$600.00	17%
Miscellaneous Billing	\$925.00	\$825.00	12%
Accounts Receivable	\$900.00	\$800.00	13%
Special Assessments	\$850.00	\$750.00	13%
Fixed Asset Information Management	\$750.00	\$650.00	15%
Cemetery	\$700.00	\$600.00	17%
Receipting	n/a	n/a	n/a



Customers who manage a second Workhorse instance for an affiliated entity will continue to receive a 50% discount on annual support fees. If responsibility for managing that second entity is transferred to a separate staff or organization, the second instance will be billed at the standard annual support rate for each applicable module.

Payroll Portal Tiers

# of Timesheets Annually	New Fee (2027)	Previous Fee (2025-2026)	Percentage Increase
Tier 1 (0 – 400)	\$400.00	\$350.00	14%
Tier 2 (401 – 800)	\$550.00	\$500.00	10%
Tier 3 (801 – 1500)	\$900.00	\$850.00	6%
Tier 4 (1501 +)	\$1,250.00	\$1,200.00	4%

Thank you again for your continued support and confidence in Workhorse Software Services. We sincerely appreciate the opportunity to partner with your municipality and look forward to continuing to serve you in the years ahead. If you have any questions, please don't hesitate to reach out to me.

Sincerely,
Francisco Duran
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